

## Question 24

### Section H

## *Annual Riverside Resident Survey*

### Question 24

*Do you have any specific problems or concerns that you would like to hear back from us?*

*If so, please describe your concern and give us your contact information so we may respond to you.*

Department	Address	Resident Concern	Action Taken
<b>Public Utilities</b>	1. 6052 Kohlberry Ct.	Concerned about the amount of money and resources used to print and mail the Public Utilities bill "Reminder Notice". Need to improve the efficiency of the payment process so that the notices are not necessary to print and mail out.	Resident was contacted and assured that in the future, based on his feedback, Public Utilities will look into system enhancements to better serve customers.
	2. 4721 Heubrick Ave.	Our street should be lighted; I feel unsafe with all the robberies.	Resident was contacted but was not available over the phone. Followed up with a letter.
	3. N/A	Reduce lighting at sports complex; reduce light pollution because they are on all night.	Resident did not leave contact information.
	4. 2661 Groveland St.	I have no city lights in my street and would like to have.	Contacted. Place of residence is part of Riverside's Greenbelt area, which has rural lighting levels, and has a very limited street lighting area. Minor petition upgrades are allowed only at owner's expense. System additions that involve installing new streetlights require City Council approval.
	5. 1702 Navajo Dr.	Keep us informed on current rebates. We didn't know about the last rebates and almost lost out.	Attempted contact via telephone with no return calls. Letter sent on 11/3/04 along with information about rebate program and where to obtain information.
	6. 1141 Corpnet Dr.	Why do we pay so much more for water. It's not fair. Traffic light at Cannon and Alessandro.	Attempted contact via telephone with no return calls. Letter sent on 11/3/04 along with information about water rates.

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	7. 3980 Cedar	University Ave./Lake Alice and other lounges; safety is an issue, pedestrians run out at night, lighting is poor in that area.	Street lighting in this area generally exceeds standards. However, heavy tree growth frequently blocks the amount of light reaching pedestrian areas. The trimming of street trees is the responsibility of Park and Recreation. Public Utilities notified Park and Recreation of the concerns in this area and they indicated that they would have the trees trimmed in early November, 2004. Resident was called with this information and was left a message.
<b>Police Department</b>	8. 4055 St. George Place	The city should be involved with the schools for anti-drug and anti-gang prevention.	Resident was contacted and informed that the City has a strong School Resource Officer Program, Riverside Against Drugs Program, and that RPD's Gang Unit has an employee that goes to the schools to discuss gang prevention and Project Bridge efforts with actual gang members.
	9. 3780 Adams St., #4	Concerned about lewd acts in public parks.	Resident was contacted and informed that the Police Department's Vice Unit regularly conducts proactive undercover operations in the three parks known for this type of activity. All violators are arrested and cases referred to the District Attorney's Office for prosecution. The Police Department will continue to take a very aggressive approach to this problem in an effort to deter future violations. Citizens are encouraged to report any suspicious activity to the Riverside Police Department Vice Unit.
	10. 10547 Campbell Ave.	Concerned about drug activity.	The Police Department's Narcotics Unit Supervisor has assigned an investigator to investigate the resident's complaints. Residents are encouraged to report any suspected drug activity to the Narcotics Unit.
	11. 9157 Admiralty	Concerned about drug activity.	The Police Department's Narcotics Unit Supervisor has assigned an investigator to investigate the resident's complaints. Residents are encouraged to report any suspected drug activity to the Narcotics Unit.

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12.	6730 Misty Ridge Dr.	Concerned about drug activity.	The Police Department's Narcotics Unit Supervisor has assigned an investigator to investigate the resident's complaints. Residents are encouraged to report any suspected drug activity to the Narcotics Unit.
13.	5456 Wayman	Complaint of unsupervised children.	Extra patrols have been conducted without results.
14.	9175 Andrew	Complaint of traffic problems.	This neighborhood has been worked for traffic enforcement and will be monitored for future problems.
15.	4045 St. George Place	Concerned about officers with bad attitude.	Ms. Smith was informed of the complaint process and was instructed to call the Watch Commander for future problems with police contacts.
16.	5355 Arlington Ave.	Concerned about obtaining crime report file numbers.	Resident was instructed on how crime report file numbers can be obtained.
17.	2969 Canyon Crest Dr.	Concerned about crime.	The Department is utilizing the following resources to impact the problems: University Neighborhood Enhancement Team, Police and Corrections Team, Crime Free Multi Housing, RAID Task Force (to impact the auto theft problem), University of California Police Department Problem Oriented Policing Team, Neighborhood Beat Officer (Officer assigned to a specific neighborhood), Directed police patrol, and Office of Neighborhoods. The Department contacted the resident and provided him with crime prevention information and training and also will help the resident organize a Neighborhood Watch, if desired.

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	18. 7350 Barnstable Place	Concerned about Mission Grove Plaza problems with young adults and teens.	Members of the police department met with the property manager and business representatives to discuss the teen and young adult problem. The business representatives told the PD that most of the problems occurred on Friday nights. The Mission Grove Plaza Property Manager, each business representative, including Java Coffee House, signed a "Trespass Authorization" that authorized PD officers to arrest people for misdemeanor and municipal crimes at the Mission Grove Plaza. The PD assigned a POP Officer (Problem Oriented & Policing Team) and a School Resource Officer to work the Mission Grove Plaza on Friday nights. The PD meets with the property manager and various business representatives at least once a month to discuss problems and plan strategies to impact problems at Mission Grove Plaza.
	19. 841 Via Minidi	Wants more police presence in neighborhood.	Contacted the resident but received no answer. Will continue to try to contact the resident. Once the issues are determined, the problem will be assessed and a strategy planned.
	20. 1971 Camden Street	Concerned about transients.	The resident was contacted and the concerns about the "transient" problem are being addressed.
<b>Development</b>	21. 824 Spruce St.	Why is University Ave. torn up while major interchange needs construction? Why are there so much construction/building permits in the University Village area?	Resident contacted. Informed that the construction is occurring in phases and that growth in University Village is attributable to UCR growth and improvements being made in the area.
	22. 4550 Indian Hill Rd.	I hope University Village has your attention before it becomes another black hole.	Resident was contacted and informed that agreements are in place to assure that the project is completed successfully. Resident is satisfied.
	23. 3188 Orange St.	The tearing down of our historic buildings, allowing projects that are better suited in a different area, such as the Krieger project. Putting all the money in that project and not the Village and Fox project.	Resident was contacted. No further action necessary.

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	24.	2287 Knob Hill Dr.	I am disappointed with how downtown area seems to be set up for tourism. I heard about a plan for "Bellagio" at Mission Inn. There are so few options for locals with an interest in high quality, good entertainment, and shopping!	Resident was contacted and informed about the said projects. No further action necessary.
	25.	4279 Napa Lane	I would like information about available senior housing.	Resident was sent list of affordable senior housing complexes including addresses and phone numbers.
	26.	902 Cannon Rd.	More restaurants in the area, no more fast foods.	Resident was contacted twice but did not return calls.
	27.	N/A	Concerned about panhandlers and ineffectiveness of police.	Contacted resident and left message. Resident did not return call.
	28.	3688 Donald Ave.	Concerned about homeless around Arlington Park.	Resident was contacted; no further action required.
<b>Planning</b>	29.	4365 Alta Vista Dr.	What qualifies a structure as condemnable?	Resident was contacted. No further action necessary.
<b>Park and Recreation</b>	30.	5690 Riverside Ave.	Please trim palm trees, they look awful plus dangerous.	Resident contacted; trees trimming cycle explained.
	31.	7658 Fern St.	Trim trees so there can't be any hidden snipers on or between the corner of Madison and Peters.	Resident contacted; trees trimming cycle explained.
	32.	N/A	The lake at Fairmount Park needs better care. There is too much waste in the lake.	A program of regular maintenance has been initiated to limit the debris and trash around the lake.
	33.	1070 Altura Dr.	Concerned about overgrown trees.	Resident contacted; trees trimming cycle explained.
	34.	5651 Royal Hill Dr.	City tree breaking my driveway and wall.	Resident contacted and a work order has been created to investigate.
	35.	1470 Rosehill Dr.	Get rid of those palm trees.	Resident contacted; trees trimming cycle explained.
	36.	2982 9th St.	Trim the palm trees.	Resident contacted; trees trimming cycle explained.
	37.	10869 Wells Ave.	The city trees on my property are a nuisance.	Resident contacted; work order created to investigate tree damage.
	38.	6022 Applecross Dr.	I hate the houses being built into Sycamore Park Reserve. Are we selling out to developers? It would make a great park!	Resident contacted.
<b>Public Works</b>	39.	3382 Mulberry St	I am concerned about the cars speeding through my neighborhood.	Contacted and discussed options of installing speed humps or traffic pattern modifications.

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40.	8207 Carnation Ct	I would like speed bumps in my neighborhood.	Left message to give specific addresses of complaints.
41.	1845 Loma Vista St	People speed through my neighborhood.	Left message to call with specific addresses and concerns.
42.	11617 Allwood Dr	Traffic congestion on Van Buren Blvd.	Called 12/30/04: Congestion on VB between 91 Freeway and Lincoln. Informed her of coordination project that is in design stage. It will improve traffic movement.
43.	2750 Orange St	The area north of 1st St, east of Main, west of the 91, and south of the 60 needs better code enforcement .	Left message for resident asking for specific addresses and concerns.
44.	8428 Williamsburg Pl	An asphalt truck parked on Graiton, soiling the street.	Checked out area and remedied the problem.
45.	1370 Wheaton Way	Yes, along Blaine St, Third and Chicago, there are no wheelchair slopes, curbs are too high to stroll a wheelchair .	Left message with resident and did not receive return call.
46.	1360 Shakespeare Dr.	What is going to be done about the traffic congestion on Alessandro or Van Buren?	We explained the widening and signal coordination projects that are planned.
47.	17145 White Dove Ln	Schools are too crowded. Amelia Earhart and Martin Luther King High School. Traffic is absolutely terrible in those areas and along Alessandro in the mornings and evenings.	Left message: Additional lanes on Alessandro could improve traffic flow. Crowded schools fall under the jurisdiction of Riverside School District.
48.	9550 Calle la Cuerta	How do I let my neighbors know that a little water will help the appearance of their yards?	Left message for resident to give specific locations.
49.	2850 Roncador Pl	Our street needs to be re-paved, and we need new trees.	Placed on the list for future paving - not on list before 1/5/05
50.	4425 12th St	Enforce clean up of alleys.	Alley behind RIP has many code issues. We will commence enforcement activity to address concerns.
51.	4492 12th Street	Handicap ramps on sidewalks.	Contacted resident; intersections in the area will be evaluated for future ramps.

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52.	2994 Oakbrook Dr	I live at the bottom of a hill as dirt, trash, and debris are in front of my home. I am constantly hosing down street gutters to keep clean but it is often not enough. Also, I have a neighbor who constantly parks their cars illegally.	No debris in street or illegally parked vehicles when site was visited. Left message that parking notices will be placed on 1/6/05 for 1/10/05 scheduled sweeps.
53.	122 Juniper Hill Ln	The condition of the street (Mission Grove) between Canyon Crest and Blackwood has really deteriorated.	We will do minor repairs and put on our list for future paving.
54.	3515 Russell St	Traffic congestion on 3rd street. Reducing the number of lanes has created a nightmare!	Left message; lanes were reduced in number to slow down traffic and to add landscaped checkers.
55.	3256 Nez Perce Trail	I would like to know why the lights at Tyler/Indiana are so badly timed? Congestion is awful and needs to be addressed.	Tried to contact; phone out of service; Project Tyler/Indiana/Tyler 91 Freeway will be going out to bid. Traffic signal modification to improve coordination of signals.
56.	3058 Copenhagen Rd	The cars that speed through our tracks; Can we get city signs up that warn the speeders kids are at play, etc.	According to our sign shop, There is no official or legal sign that says Kids at Play. Individuals have put them up in some areas. They are not legal postings on the City R/W.
57.	4213 Larkspur	Garbage cans left out and palm trees need trimming.	Spoke with resident. She will get specific addresses and concerns and call them in.
58.	4826 Las Tunas Cr	Need to fix my sidewalk/ drainage on road in front of my house (standing water breeding insects/mosquitoes)	6/10/04 - Inspected the job and gave to Public Works Engineering for contract work/repair.
59.	10860 Finchley Ave	Yes. Why not enforce the city law to keep one's property cleaned up free from trash and old cars. Keep up landscape.	There is one property that fits this description. There is currently an open case for it. Left message with resident.
60.	6773 Gaylord St	We need speed bumps on our street, everyone drives so fast on this street. We also need sidewalks.	Called and left message with resident. Added to the priority list.
61.	11430 Gramercy Pl	I would like for our street to have speed bumps, cars go way too fast.	Spoke with resident: Request sent to Fire Dept. for initial review. Declined by Fire; Suggested enforcement activity to address speeding & educational tools available through the Police Department.



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62.	5098 Greenleaf Dr	No sidewalks in my neighborhood especially in my house. People walk in my yard and also dogs litter in it. We try to keep our yard pretty but it makes it difficult with people walking in it.	Sidewalk request will be evaluated, added to priority list & property owner to be contacted.
63.	6448 Mitchell Ave	The new speed bumps at RMK school are not high enough, cars may or may not slow down. They speed up between them coming down the hill! Skate boarders love them!	Spoke with Mrs. Hickman and explained that height and other dimensions of speed humps are standardized in accordance with engineering specifications. Discussed enforcement activity and educational tools available through PD to address any continued violations.
64.	N/A	Fix Tyler!!! Limited vision on Campbell and Tyler.	There is a project under construction to improve Tyler at Campbell. Traffic signal.
65.	3966 Donald Ave	Cars go too fast down our street, not safe for kids. Need speed bumps.	Received Fire Dept. approval to proceed with request 12/30. Left message for resident 12/30/04.
66.	3095 Molly St	Yes, curb and gutter does not drain properly, water stagnates causing bad odor. Sidewalk needs replace.	Advised C/P they will be put on the city repair list for 1/5/05.
67.	4671 Orange Vista Wy	I don't like the sight of cars parked on their lawns. Looks terrible, but minor problem.	Left message asking for exact addresses. No parking violations during inspection.
68.	1010 Roma Court	What are doing about the huge traffic congestion on central/Alessandro?	We have projects in the pipeline to improve traffic flow in this area; contacted resident.
69.	N/A	Dead crows Victoria Ave where I walk.	Crow has been picked up; no contact info.
70.	N/A	Several streets in the neighborhood (Canyon Crest) need to be repaved. Trees are lifting sidewalks.	Checked area streets for survey list. No contact info.
71.	7230 Westport St	We still need speed bumps on Westport for the children's safety as well as a good night sleep.	Left message for resident. Fire Dept. approval received .for Westport segment; Port Royal to Wood. Package for speed humps mailed to neighborhood residents.
72.	2910 Rena Way	Code enforcement issues, UCR student tenants leaving trash cans at curb 24-7 and leaving open; crows drag trash all over street.	There are violations on street. We are starting process.
73.	5903 Applecross Dr	Street repairs.	No contact with resident. Checked with Traffic Engineering - street repairs are completed.

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74.	5422 Locklan Ct	Street sweeping signs, rentals not being maintained.	City Council did not approve the street sweeping sign proposal.
75.	8998 Barton St	Traffic speed enforcement around Van Buren and Barton; cars go in speeds exceeding 50 miles. Too fast!	Cases have been opened regarding concerns. Violations have been corrected.
76.	7363 Diamond St	STRAY DOGS.	Called left message and phone number with explanation.
77.	4545 Circle Lazy J Rd	Why do sidewalks take so long to repair; parks have no curbs to get a wheelchair to watch baseball games.	Spoke with resident; no further action required.
78.	11411 Magnolia Ave	Graffiti, and show of speed along Magnolia Ave between Golden and the freeway.	Area is clean of graffiti - left message with resident; no answer, 1/3/05.
79.	8886 Pembroke Ave	Speed bumps on my street.	Received Fire Department. approval to proceed with request 12/30/04. Contacted resident and discussed speed hump criteria and petition process. Mailed speed hump package and map.
80.	3444 Payne Dr	Cleaning of the residential streets. There are some days that regular weekly cleaning is not done.	Street Cleaning is done bi-weekly; contacted resident.
81.	4025 Rice	Neighbor parties and not complying with code.	Unable to contact residence. Will check street for violations.
82.	N/A	Yes. The speeders on this street and traffic from the school driving too fast after school while kids are walking home that's why we need speed bumps (Heidi St).	No contact info.
83.	5182 Wroxton Dr	In recent times most streets in our neighborhood have been repaved. Our street was one and they did not repair it.	Will put this street on the survey list for 05/06.
84.	3630 Roosevelt St	Start by removing an abandoned car in front of my home.	Car has been removed.
85.	N/A	Mull Ave road condition and lightning.	No contact info; checked street condition.
86.	10456 Keller Ave.	Parking concerns on my street and too many people living in a single family home, either inside or in trailers on the property.	Left message with resident to call with specific addresses.

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87.	1603 Stoney Kirk Dr	In my neighborhood, Rowan St has a problem with water leaking from the street. I would like to know when it will be fixed.	Problem has been repaired
88.	807 Center St	I would like the city to open Overlook Ave between Washington and Alessandro to relieve congestion.	Resident was contacted; Overlook Ave. has been on the General Plan.
89.	3330 Farnwood Ct	A 100% increase in traffic in the La Sierra area over the past few years. What are you doing?	Left message, no response.
90.	2505 Carlton Pl	Dangerous parking around winding curve at the end of the street.	Called, no answer. Parking on the street in question will be removed.
91.	4434 Superior	The condition of Hole Ave has become deplorable. Potholes, loose material, and those asphalt patches are the worst. They are everywhere. Some are too high, some too low, others are falling apart. Such a nightmare. Who's in charge of this operation?	This can be put on the Arterial Rehab list for 2 years in the future.
92.	3932 Bandini Ave.	We have been trying to get speed humps on our street and keep getting resistance from the city.	Left message. Speed hump petition previously submitted in 10/02. Speed criteria not met. Speed Limit reduction implemented 9/04 may impact street ability to qualify for speed humps.
93.	4494 Park Ave	I need information on driveways and parking rights.	Called, talked to resident. Mainly an issue that should be resolved with landlord.
94.	1056 Le Conte Dr	My street needs new coating.	This street is on the 04/05 list for future rehabilitation.
95.	Applecross Street	Rowan 400 block is always leering. No one has repaired the street in the last 8 months, grass is growing out of it. It has been a problem area for over 6 years.	Has been repaired. Called and left message. Work is currently being repaired by contractor; talked to resident on 1/4/05.
96.	5237 Mitchell Ave	Speed bumps on Mitchell Ave, start enforcing the city codes. They are broken always in La Sierra area.	Code: Spoke to resident. Received her concerns. Will forward to officer for follow-up. Gave her number to call in complaints in future. Traffic: Contacted Resident and discussed speed hump request. Advised her that neighboring resident was mailed a package (6/04) and that she could no longer circulate the petition if neighbors would be willing to help.
97.	7107 Idyllwild Ln	Cars speeding on Tyler St. next to home.	Contacted and discussed.

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98.	1164 Lyndhurst Dr	Standing water in curb area. Department officials have been out but there are too many restrictions.	Advised resident that they are on the City Repair List (Completion date est. 7/28/08)
99.	10774 Mercer Ave	Our gutter does not drain. We wonder why our gutter was not fixed and street resurfaced when the rest of the neighborhood was.	Advised the resident that the street is flat. There are no storm drains and nothing can be done at this time.
100.	1316 Mulberry St	Traffic control within neighborhood (i.e., speed bumps)	Received Fire Dept. approval to proceed with request 12/30/04. Left message for resident 12/30/04.
101.	5425 Peacock	Tree roots plugging, sewer lines breaking, sidewalk concrete.	Could not locate damage area on the sidewalk - left message with resident to call back with more info. 1/5/05
102.	2055 Fairmount Blvd	I would like to know if we will be getting a sidewalk in our street. I believe they were working on it, but we didn't get a sidewalk.	#5 in priority list; however, either side of the street will require the removal of 7-10 tract which met opposition from some residents in the street.
103.	4184 Mariposa Ave	Our street was supposed to be repaved after new water line installation; would like to know when will be done.	We will repave 1/2 of the street to match the contractor half of earlier paving.
104.	1030 N Orange St	Animal control problems.	Resident has called on week-ends with no response from animal control. Area is a common drop off for strays and she often sees strays in the area. This 71 year old resident has called several times and has received suggestions from animal control that are not reasonable. Dog has been spotted often on Nash as well. Her grandson reported seeing groups of stray dogs roaming in the area behind the soccer fields.
105.	2605 John St	If you want to ask me questions about the above problem call. Home owners at 2627 John are negligent about the leash law and the dogs are not friendly, nor have they been trained to stay in their own yard. Neighbors have had to bear the expense of keeping them out of their yards with concrete to deter digging.	Animal control researched the file and did not match the number of phone calls registered in the complaint. I requested that animal control call the resident and listen to her story and try to ease her concerns.
106.	7873 Evans St	I live close to the train tracks, and was wondering if the city could do anything to lower the noise.	Left message. Currently investigating quiet zones and conducting survey to determine if residents want AHS removed. Contacted and discussed.
107.	7273 Evans	One specific problem is the train horn is unbearable day and night, sometimes every 15 to 20 minutes.	The use of quiet zones is being investigated by Public Works

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108.	12026 Riverhill Pl	Excessive use of railroad horns, especially between 11pm to 5 am.	Called 1-06-05: No answer. The use of quiet zones is being investigated by Public Works
109.	N/A	The areas on Magnolia between Adams and Jackson really need some cleaning up as well as landscaping. It seems that most cleanup is focused in the 92506 area and not 92503.	Left message asking for specific addresses and complaints.

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